

NORSTAR VOICEMAIL ADMINISTRATION

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Logging Into Administration

Note – voicemail administrative programming must be done from a 7310, 7316 or 7324 model telephone

1. Press **Feature** 983
2. Enter Log: _____
(this is the system co-ordinator mailbox and password)
3. Press OK

Mailbox administration

Adding Mailboxes

1. Log in to Administration
2. Press Mbox
3. Press Add
4. Enter mailbox number to be added
5. At “Subscriber” press OK
6. At “Ext.”, enter extension of phone associated with this mailbox.
7. Enter Service Class (1-16) (see the set up & operation guide, pg.____)
8. At “Name”, enter the name associated with that mailbox (Last, First)
Note: Press # to advance to next letter, ## to insert a comma
9. At “Directory”, Press Yes (unless mailbox owner should not be in the company directory)
10. At “Message Waiting”, press Yes
11. At “Outdial Route:” enter the line pool to be used for off premise notification or outbound transfer. Go to step 12 if no outdial route is necessary
12. Press * to continue adding mailboxes, or press **RLs** if finished programming

Mailbox Maintenance

Resetting a Password (for locked mailboxes or unrecoverable passwords)

This will automatically re-assign the default password of "0000" to the mailbox.

** You must then go to the telephone associated with that mailbox and open the mailbox using the password "0000". Then you will be able to assign a new password.*

1. Log in - (F983, LOG: _____ , OK)
2. Press Mbox
3. Press Chng
4. Enter mailbox number to be reset.
5. At "Password": Press Reset
6. Press **Rls** if no other changes are to be made, or press NEXT to make other changes

Making Other Changes to Mailboxes

All fields entered in Adding a Mailbox can be altered in the change menu.

1. Log in (Feature 983 - LOG- _____ , OK)
2. Press Mbox
3. Press Change, and then enter mailbox number to be changed
4. Press Next until you see the field to be changed

When you are reassigning an existing mailbox and you have changed the mailbox name, the new mailbox owner will have to re-record the name played when the mailbox is opened. To accomplish this, have the new person open the mailbox, (Feature 981 and enter the password) after the incorrect recorded name plays, press 8, and then 1. The incorrect name will be heard, followed by a tone. At the tone record the correct name and press #, then # again to accept the newly recorded name.

Deleting a Mailbox

Note that all messages will be deleted when mailbox is deleted.

1. Log in - (F983, LOG- _____ , OK)
2. Press Mbox
3. Press Del
4. Enter mailbox number to be deleted
5. Press Del to confirm deletion.

Auto Attendant Maintenance

Recording Company Greetings

The company greeting is the first thing your callers hear when the automated attendant answers the call. Ex. "Thank you for calling the ABC Company".

1. Log in - (Feature 983 - LOG: _____, OK)
2. Press AA
3. Press GRTG
4. Press GRTG again
5. Enter a greeting number: (1-40) then press OK
6. Press Play to listen to current greeting.
7. When ready, lift handset, and press Rec.
8. After tone, record greeting, when you are through, press OK
9. Press **Handsfree/Mute** and replace handset.
10. Press Play to hear the greeting
11. If you need to re-record, lift handset and press Retry to erase and re-record)
12. Press OK to end recording, then press Play, and OK to accept greeting.

Recording a Customized Automated Attendant prompt

This recording follows your company greeting and gives specific dialing instructions to your callers – "to reach Judy Hall, dial 223, to reach David Jones, dial 224"...etc. This recording is used in lieu of the Home Menu on a Custom Call Routing (CCR) tree.

1. Log in (Feature 983, Log: _____, OK)
2. Press AA
3. Press Table
4. Enter table number (1-4) then press OK
5. At "AA menu prompt: N" press Rec.
(If display shows "AA menu prompt: Y" press Change)
6. Press Prime
7. Press Play to hear what is currently recorded, or lift receiver and press Rec. and speak at the tone, then press OK.
Do not hang up unless you press Handsfree **first!**
8. Press OK to accept or RETRY to erase and re-record

Changing Greeting Assignments *(if you would like different greetings to play at different times of the day)*

1. Log in - (Feature 983, LOG:_____, OK)
2. Press AA
3. Press Table
4. Enter the table number, (1 - 4) press OK
5. At "AA Menu Prompt": Press OK
6. At Morning: - Press Change (if necessary)
7. Enter new greeting number.
8. Press OK
9. Press Next
10. At "Afternoon": - Press Change
11. Enter new greeting number.
12. Press OK
13. Press Next
14. At "Evening": - Press Change
15. Enter new greeting number,
16. Press OK
17. Press Next
18. At "Non-business" - Press Change
19. Enter new greeting number.
20. Press OK
21. Press RLS if the same greeting plays around the clock, or press Next until the screen shows "CCR Tree", then proceed to **Changing Business Hours**

Changing Business Hours

(Skip this section if the same greeting plays around the clock)

1. At "CCR tree:" Press OK
2. At 'Mon. Morn.' - Press Change
3. Enter new time for morning greeting to play on Mondays.
4. Press AM or PM
5. Press Next
6. Repeat steps 2 - 5 for afternoon, evening, and non-business.
7. Press DAY to change the next day.

(Note - to have the "closed" greeting play all day on Saturday and Sunday, make Morning, Afternoon, and Evening start at 12:00 AM, and Non business start at 12:01 AM)

Programming Lines Assigned to the Auto-Attendant

(Allows you to program the Automated attendant to answer incoming calls after a specific number of rings.

1. Log in (Feature 983, Log: _____, OK)
2. Press AA
3. Press Lines
4. Enter the line number to be changed and press OK
5. Display will show "Answer: Y", "Answer: AA" **or** "Answer: N"
6. If screen shows "Answer: N", press Change to have the auto attendant answer that line
7. Press Table, press Change and enter new table number, (1-4) if necessary
8. Press Rls. Then press Change, enter the desired number of rings, (0-12), then press OK
9. Press ANS then Next to program the next line, or * then Lines to enter a different line number, repeat steps 4-8.
10. Press Rls to end programming session.

Custom Call Routing – (CCR)

If the auto attendant for your company instructs a caller to press any single digit i.e. " Press 1 for Sales, press 2 for our business hours, press 3 to reach Judy Hall..." - you are using Custom Call Routing or a CCR tree, in lieu of a customized automated attendant prompt.

- * Procedure for changing CCR – 1. Disable the tree, 2. Re-record the home menu,
2. Add/change/erase necessary paths, 4. Save changes, 5. Enable the tree
6. Make test call(s) to ensure that changes were made correctly!

Before making **any** changes to CCR, you must first disable the CCR tree

Disabling the Tree

1. Log in (Feature 983, Log: _____, OK)
2. Press AA
3. Press Table
4. Enter table number (1-4) and press OK
5. At "AA Menu prompt..." , press OK
6. Press NEXT until display shows "CCR Tree"
7. Press Change
8. Press Disable
9. Press * to return to "MBOX AA OTHR"
10. Go to the instructions for "accessing the tree once it has been disabled" (pg. 7)

To access the tree once it has been disabled

(Log in first if necessary - Feature 983, Log: _____, OK)

1. At display "MBOX AA OTHR"
2. Press Othr
3. Press CCR
4. Press Admin.
5. Enter tree number-, ____ (1 if you are only using 1 tree)
6. Press Change
7. At Path: enter path number to be added or changed, then see pg. 7a - 7c

To Re-record Home Menu Prompt

*The Home menu is the list of options given to your callers when CCR answers the call. **This is also called Path 0 (zero)***

1. At 'Path:' enter 0 (zero).
2. Press REC, lift the receiver, then press REC again
3. . At the tone, record the new home menu prompt
4. Press OK to end recording
5. Press **Handsfree/Mute**, then Play to listen to recording (Press RETRY to re-record)
6. Press OK to accept recording
7. At "Alt recording?" Press OK (unless you are doing alternate language recordings)
8. If no more changes are needed, see "Saving Changes", Pg. 8

Changing and Adding Paths

The paths on your CCR tree correspond directly to the single digit the caller is instructed to dial. Possible path types are: -TRANSFER (XFER) - which transfers the caller to a intercom number in your office, or a telephone number outside your office; LEAVE MESSAGE (LV MSG) - which sends the caller directly into a mailbox; MENU- which gives the caller additional options; or INFO - which gives recorded information about your company,

For specific instructions on how to add/change/erase paths, refer to your Norstar

*Voicemail Set Up and Operation guide, pages _____, or refer to pages 7a, 7b, 7c, which follow.. **If you need to change the type of path you will need to erase the path and add it as the new type.***

Adding an Internal Transfer (Xfer) point-

(sends a caller to an intercom number in your office)

1. At Path: enter the desired path number and press OK
2. Press OTHR
3. Press XFER
4. Press INT
5. At Ext.: enter the desired intercom number

Changing an Internal Transfer (XFER) point -

1. At Path: enter the desired path number and press OK
2. Press CHNG
3. At Ext: press CHNG and enter the new intercom number
4. Press NEXT if it appears

Adding a Leave message (LV MSG) point

(Sends a call directly into a voicemail box without ringing any telephone)

1. At Path: enter the desired path number and press OK
2. Press OTHR
3. Press LV MSG
4. At Mbox: enter the desired mailbox number
5. At Destination: press the button for the desired destination
 - Home - sends the caller back to the home menu prompt
 - Previous - sends the caller back to the last menu they heard
 - Disc - disconnects the caller

Changing a Leave Message (LV MSG) point

1. At "Path" enter the desired path number and press OK
2. Press Change
3. At Mbox: XXX, -Press Change then enter the new mailbox number
4. At Destination: Home/Disc/Prev, press Change (if necessary) then press the soft key for the desired destination, and press OK

Adding an Information Message Point

****Note **** information points on a CCR tree should only be used for information that is **not going to change**, (i.e., fax number, office address, directions, email/website address, etc.)

1. At Path: enter the desired path number and press OK
2. Press INFO
3. At "Primary Message" lift the handset and press REC
4. Wait for the tone and record the necessary information, then press OK
****press Handsfree before putting the handset back on the cradle****
5. At "Accept message?" press Play to hear the message, then press OK to accept **or** press RETRY to record again
6. At "Rec alt message?" -Press NO (unless the information needs to be recorded in a different language)
7. At "Destination:" press the soft key for the desired destination

Changing an Information Message Point

1. At Path: enter the desired path number and press OK
2. Press CHNG
3. At "Primary Rec?", lift the handset and press REC
4. Wait for the tone and record the necessary information, then press OK
****press Handsfree before putting the handset back on the cradle****
5. At "Accept message?" press Play to hear the message, then press OK to accept or press RETRY to record again
6. At "Rec. alt message?" press NEXT (unless the information needs to be recorded in a different language)
7. At Dest: press CHNG, if necessary, and press the soft key for the correct destination, otherwise press OK

Adding a Menu Point

1. At Path: enter the desired path number and press OK
2. Press Menu
3. At "Primary Prompt-", lift the handset and press REC
4. Wait for the tone and record the menu options, then press OK
****press Handsfree before putting the handset back on the cradle****
5. At "Accept prompt?" Press Play to hear the prompt, then press OK to accept, or press RETRY to record again
6. At "Rec. alt prompt?", press NO (unless the information needs to be recorded in a different language)

****Once you have added a menu point, you must also add the necessary destination points as transfer, information, or leave message points**

(maximum of 8 points)

Example - path 0 /home menu states "for our sales department press 1"...

Path 1 is designated as a menu point and the primary prompt says " To reach Bob Johnson-press 1, Karen Phillips- press 2, Huey Lewis -press 3, to leave a message in the sales office mailbox - press 4, for the sales department fax number – press 5". Path11 is programmed as a transfer (XFER) point to Bob Johnson's extension number. Path 12 is a transfer to Karen Phillips, path 13 is a transfer point to Huey Lewis, path 14 is a leave message (LV MSG) point to mailbox 40, path 15 is an information (INFO) point which gives the caller the sales dept fax number

Changing Menu Points

1. At Path: enter the menu path number and press OK
2. Press CHNG
3. At "Pri Recording", press PLAY, to hear the current recording
4. Lift the handset and press REC
5. Wait for the tone and record the new menu options, then press OK
****press Handsfree before putting the handset back on the cradle****
6. At "Accept Prompt?", press Play to hear the prompt, then press OK to accept or press RETRY to record again
7. At "Alt prompt?" press NEXT (unless the information needs to be recorded in a different language)

If you change the options on a menu path, you must also change the corresponding double digit paths. - if you change your path 1 menu from " to reach Bob Johnson - press 2" to "to reach John Doe press 2", you have to change path 1-2 to transfer to John Doe's extension.

Erasing Paths

1. At "Path:" enter path number to be erased
2. Press Erase
3. At "Erase path?" press Yes
4. If no more changes are needed, proceed to "Saving Changes to CCR Tree"

Saving Changes to CCR Tree

1. After changes have been made, press END
2. At "Save changes" press SAVE
3. At "Save as tree 1" press YES
4. Press * to return to "Mbox AA Othr" screen
5. Enable the tree

Enabling the Tree

To have the home menu play, the tree must be enabled

1. At "MBOX AA OTHR", Press AA
2. Press Table
3. Enter Table number (1 - 4)
4. Press OK
5. At "AA menu Prompt" press OK
6. Press Next until you see "CCR Tree: disabled"
7. Press Change
8. Enter tree number to be enabled (1- 4)
9. Press **Rls**

***NOTE, *** **Screen will briefly flash "Tree enabled"(or "Incomplete tree" if you have made an error)**

To take the automated attendant off line- *(You need to do this when your auto attendant is programmed to answer calls immediately during the day and you want to change anything on your CCR Tree)*

1. Press Feature 982
2. At "PSWD" enter 67372867 and press OK
3. Press NEXT twice
4. At "ANSWER LINES? - Y or N" - Press Change
5. Your display will show "Disabling...", or "Enabling"
6. Wait for screen to show "ANSWER LINES?"
7. Press **Rls.**
8. Repeat procedure **in reverse** restore line answering

Adding Guest Mailboxes

1. Log in to Administration (F983, Log: _____ , OK)
2. Press Mbox
3. Press Add
4. Enter mailbox number to be added (assign a unique mailbox number, usually using a different lead digit than your regular extension range)
5. At "Subscriber", press OK
6. At "Ext", enter *
7. Enter Service Class (1-16) (see the set up & operation guide, pg.____)
8. At "Name", enter the name associated with that mailbox. (Last, First)
Note: Press # to advance to next letter, ## to insert a comma
9. At "Directory", Press Yes (unless mailbox owner should not be in the dial by name directory)
10. At "Message Waiting", Press NO
11. Outdial Route: enter the line pool to be used for off premise notification, or go to step12 if not applicable
12. Press * to return to main screen or **Rls** if finished programming

Initializing a guest mailbox

1. From any telephone in the office, press **FEATURE 981**
2. If the display reads "Pswd:", press * or OTHR
3. At LOG: enter the guest mailbox number and 0000, then press OK or #
4. Enter a new password 4-8 digits long that doesn't begin with zero, then press OK or #
5. Press YES or # to accept your password
6. Lift the receiver, record your name at the tone, and press OK
7. Press OK or # to accept your name, or RETRY, to erase and re-record
8. Press ADMIN or 8, then GREET or 2, then RECORD or 1, then PRIME or 1, then YES or 1, then record your greeting at the tone, and press OK or # to end the recording
9. Press OK or # to accept, or RETRY or 2, to erase and re-record your greeting.

Note – to access guest mailboxes once they have been initialized –

Press the Open Mail key or Feature 981,

- If screen shows PSWD: press the * and enter the guest mailbox number and password, then press OK or #.
- If screen shows LOG: enter the guest mailbox number and password, then press OK or #.

Adding Information Mailboxes

1. Log in to Administration (F983, LOG _____, OK)
2. Press Mbox
3. Press Add
4. Enter mailbox number to be added (assign a unique mailbox number, usually using a different lead digit than your regular extension range)
5. At "subscriber", press Next
6. Enter Service Class (1-16) (see the set up & operation guide, pg. ---)
7. At "Name", enter the name associated with that mailbox.
Note: Press # to advance to next letter, ## to insert a comma
8. Directory, press Yes (unless mailbox owner should not be in the company directory)
9. Press * to add another info mailbox, or **Rls.**

Initialing Information mailboxes-

1. From any telephone in the office, press **FEATURE 981**
2. If the display reads "Pswd:", press * or OTHR
4. At LOG: enter the guest mailbox number and 0000, then press OK or #
5. Enter a new password 4-8 digits long that doesn't begin with zero, then press OK or #
6. At AGAIN: enter the password again
5. At RECORD NAME: Lift the receiver, record the mailbox name at the tone, and press OK to end recording
6. Press OK or # to accept the name, or RETRY, to erase and re-record
7. Press REC to record the announcement for the mailbox, press OK or # to end recording,
8. Press OK or # to accept, or RETRY or 2, to erase and re-record the announcement.

Note – to access information mailboxes once they have been initialized –

Press the Open Mail key or Feature 981,

- If screen shows PSWD: press the * and enter the information mailbox number and password, then press OK or #.
- If screen shows LOG: enter the information mailbox number and password, then press OK or #.

Creating (mailbox) Group Lists (optional)

1. Log in to administration (F983, Log _____ OK)
2. Press OTHR
3. Press GLIST
4. Press ADD
5. Make note of the group list number, (the system will automatically number the lists for you beginning with list number 901), then press OK
6. At the tone, speak the name of the group list, and press OK
7. Press OK to accept the recorded name or RETRY to re-record.
8. At screen prompt Name: enter the name of the group using the keypad
9. At Mbox: enter the first mailbox to be added.
10. When screen shows mailbox owners name, press ADD
11. Repeat adding until all members have been added, then press Rls to end session

Sending a message to a group list

1. Press Feature 980 or **Leave MSG** button.
2. At Mbox, enter the group list number
3. Record your message at the tone and press OK to stop the recording.
4. Press RETRY to erase and re-record your message, or Send to deliver your message.
5. Press **Rls** when your message has been sent.

